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**Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, D.C. 20554**

In the Matter of	)	
	)	
Section 63.71 Application of	)	WC Docket No. _____
	)	
8x8, Inc.	)	
	)	
For Authority to Discontinue the Provision of	)	
Service	)	

**SECTION 63.71 APPLICATION OF 8X8, INC.**

8x8, Inc. ("8x8") through its undersigned counsel and pursuant to Section 214(a) of the Communications Act of 1934, as amended, 47 U.S.C. § 214, and Section 63.71 of the Commission's rules, 47 C.F.R. § 63.71, hereby submits this application to discontinue the provision of 8x8 residential voice services.

As required by Section 63.71(a) and (b) of the Commission's rules, 8x8 provides the following information in support of its application:

**1. Name and address of carrier**

8x8, Inc.  
675 Creekside Way  
Campbell, CA 95008

**2. Date of planned service discontinuance**

8x8 plans to discontinue its residential voice service on September 15, 2021, subject to regulatory approval.

**3. Points of geographic areas of service affected**

8x8 proposes to discontinue its residential voice services in all U.S. states and the District of Columbia.

4. **Brief description of the type of service affected**

8x8 residential voice is a mass market residential interconnected VoIP service. 8x8 provides this service to less than 1,000 customers and has not sold or marketed the service for several years.

5. **Brief description of the dates and methods of notice to all affected customers**

8x8 provided notice by U.S. Mail and email to all affected customers on or about approximately June 17, 2021. A copy of that notice is attached as Exhibit A.

8x8 will provide additional notice to customers on or around the following dates:

- July 15, 2021 – First reminder email to remaining residential subscribers.
- August 2, 2021 – Follow up phone calls to remaining residential subscribers.
- August 17, 2021 – Second reminder email to remaining residential subscribers.
- August 24, 2021 – Third reminder email to remaining residential subscribers.
- August 31, 2021 – Fourth reminder email to remaining residential subscribers.
- September 7, 2021 – Fifth reminder email to remaining residential subscribers.
- September 14, 2021 – Final reminder email to remaining residential subscribers.

6. **Whether the carrier is considered dominant or non-dominant with respect to the service to be discontinued**

8x8 is considered non-dominant with respect to the service to be discontinued.

7. **Other information**

8x8's discontinuance of residential voice services will not adversely affect the

public convenience and necessity, and the public will not be harmed by the discontinuance. 8x8's residential voice service is used by a small number (less than 1,000) customers, and these customers have been given notice that affords them ample opportunity to acquire reasonable substitute service which is readily available from other providers. In addition, 8x8 has arranged for its affected subscribers to receive an offer from Vonage, a leading residential interconnected VoIP provider, for discounted service.

Pursuant to Section 63.71 of the Commission's rules, 8x8 is submitting a copy of this application via U.S. Mail to the public utility commissions and to the governors of all U.S. states and the District of Columbia, and to the Special Assistant for Telecommunications for the Secretary of Defense, concurrent with the filing of this application.

### CONCLUSION

8x8 respectfully requests that the Commission approve this Section 63.71 application to discontinue the provision of voice services described above.

Respectfully submitted,




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Brita D. Strandberg  
V. Shiva Goel  
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Washington, DC 20036  
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*Counsel for 8x8, Inc.*

July 16, 2021

## CERTIFICATE OF SERVICE

I, Shreyas Iyer, hereby certify that I will cause the foregoing Section 63.71 Application of 8x8, Inc. to be served via first-class U.S. mail, postage prepaid, on the Governors and public utility commissions of all 50 states, and the Special Assistant for Telecommunications under the Secretary of Defense, at the addresses listed below.

/s/ Shreyas Iyer  
Legal Analyst  
Harris, Wiltshire & Grannis LLP

July 16, 2021

The Hon. Kay Ivey  
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600 Dexter Avenue  
Montgomery, AL 36130

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Office of the Governor  
P.O. Box 110001  
Juneau, AK 99811

The Hon. Doug Ducey  
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Executive Tower  
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Phoenix, AZ 85007

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Office of the Governor  
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Little Rock, AR 72201

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Office of the Governor  
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207 State House  
Springfield, IL 62706

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The Hon. Tony Evers  
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The Hon. Mark Gordon  
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State Capitol  
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Cheyenne, WY 82002

Alabama Public Service Commission  
P.O. Box 304260  
Montgomery, AL 36130

Regulatory Commission of Alaska  
701 West Eighth Avenue, Suite 300  
Anchorage, AK 99501-3469

Arizona Corporation Commission  
1300 West Washington Street  
Phoenix, AZ 85007-2996

Arkansas Public Service Commission  
P.O. Box 400  
Little Rock, AR 72203-0400

California Public Utilities Commission  
California State Building  
505 Van Ness Avenue  
San Francisco, CA 94102-3298

Colorado Public Utilities Commission  
1560 Broadway  
Suite 250  
Denver, CO 80202

Connecticut Public Utilities Reg. Authority  
10 Franklin Square  
New Britain, CT 06051

Public Service Commission of D.C.  
1325 G. Street NW, Suite 800  
Washington, DC 20005

Delaware Public Service Commission  
861 Silver Lake Blvd.  
Cannon Building, Suite 100  
Dover, DE 19904

Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Georgia Public Service Commission  
244 Washington Street SW  
Atlanta, GA 30334-9052

Hawaii Public Utilities Commission  
465 South King Street, Room 103  
Honolulu, HI 96813

Idaho Public Utilities Commission  
P.O. Box 83720  
Boise, ID 83720-0074

Illinois Commerce Commission  
Leland Building  
527 East Capitol Avenue  
Springfield, IL 62701

Indiana Utility Regulatory Commission  
PNC Center  
101 West Washington Street, Suite 1500E  
Indianapolis, IN 46204

Iowa Utilities Board  
1375 E. Court Avenue  
Des Moines, IA 50319-0069

Kansas Corporation Commission  
1500 S.W. Arrowhead Road  
Topeka, KS 66604-4027

Kentucky Public Service Commission  
P.O. Box 615  
Frankfort, KY 40602-0615

Louisiana Public Service Commission  
P.O. Box 91154  
Baton Rouge, LA 70821-9154

Maine Public Utilities Commission  
18 State House Station  
Augusta, ME 04333-0018

Maryland Public Service Commission  
William Donald Schaefer Tower  
6 St. Paul Street, 16<sup>th</sup> Floor  
Baltimore, MD 21202-6806

Massachusetts Department of Public Utilities  
One South Station, 5<sup>th</sup> Floor  
Boston, MA 02110

Michigan Public Service Commission  
P.O. Box 30221  
Lansing, MI 48909

Minnesota Public Utilities Commission  
121 Seventh Place East, Suite 350  
St. Paul, MN 55101-2147

Mississippi Public Service Commission  
Woolfolk State Office Building  
501 North West Street  
Jackson, MS 39201

Missouri Public Service Commission  
200 Madison Street, P.O. Box 360  
Jefferson City, MO 65102-0360

Montana Public Service Commission  
P.O. Box 202601  
Helena, MT 59620-2601

Nebraska Public Service Commission  
1200 N Street, Suite 300  
Lincoln, NE 68508

Public Utilities Commission of Nevada  
1150 East William Street  
Carson City, NV 89701-3109

New Hampshire Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03301-2429

New Jersey Board of Public Utilities  
44 S. Clinton Avenue  
Trenton, NJ 08625

New Mexico Public Regulation Commission  
P.O. Box 1269  
Santa Fe, NM 87504



New York State Public Service Commission  
3 Empire State Plaza  
Albany, NY 12223-1350

North Carolina Utilities Commission  
4325 Mail Service Center  
Raleigh, NC 27699-4300

North Dakota Public Service Commissions  
600 East Boulevard Avenue, Dept. 408  
Bismarck, ND 58505-0480

Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, OH 43215-3793

Oklahoma Corporation Commission  
P.O. Box 52000  
Oklahoma City, OK 73152-2000

Oregon Public Utility Commission  
P.O. Box 1088  
Salem, OR 97301

Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> floor  
Room N201  
Harrisburg, PA 17120

Rhode Island Public Utilities Commission  
89 Jefferson Blvd.  
Warwick, RI 02888

South Carolina Public Service Commission  
101 Executive Center Drive, Suite 100  
Columbia, SC 29210-8411

South Dakota Public Utilities Commission  
Capitol Building, 1<sup>st</sup> Floor  
500 E. Capitol Avenue  
Pierre, SD 57501-5070

Tennessee Public Utility Commission  
502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243

Public Utility Commission of Texas  
1701 North Congress Avenue  
P.O. Box 13326  
Austin, TX 78711-3326

Public Service Commission of Utah  
P.O. Box 4558  
Salt Lake City, UT 84114-4558

Vermont Public Utility Commission  
Holly R. Anderson  
Clerk of the Commission  
112 State Street  
Montpelier, VT 05620-2701

Virginia State Corporation Commission  
P.O. Box 1197  
Richmond, VA 23218

Washington Utilities and Transportation  
Commission  
P.O. Box 47250  
Olympia, WA 98504-7250

Public Service Commission of West Virginia  
201 Brooks Street  
Charleston, WV 25301

Wisconsin Public Service Commission  
P.O. Box 7854  
Madison, WI 53705-9100

Wyoming Public Service Commission  
Hansen Building  
2515 Warren Avenue, Suite 300  
Cheyenne, WY 82002

Secretary of Defense  
Attn. Special Assistant for  
Telecommunications  
Pentagon  
Washington, DC 20301

## **Exhibit A: Customer Notice**

**[Important Notice] 8x8 Service Discontinuance**

1 message

8x8 Inc &lt;noreply@8x8.com&gt;

Reply-To: 8x8 Inc &lt;noreply@8x8.com&gt;

To: [REDACTED]

Thu, Jun 17, 2021 at 3:40 PM

**IMPORTANT NOTICE REGARDING YOUR 8X8 SERVICE**

Dear [REDACTED],

Thank you very much for being an 8x8 customer, we greatly appreciate your patronage

Unfortunately, on September 15, 2021, 8x8 will discontinue all 8x8 residential voice services as we focus our attention on business oriented communication services for integrated voice, video and chat

If you are receiving this notice, you should plan for your 8x8 residential voice being discontinued on September 15, 2021.

**What Should You Do**

Prior to September 15, 2021, you should select a new residential voice and port your telephone number to your new residential voice provider. If you fail to port your telephone number to a new voice provider prior to September 15, 2021, you will lose the telephone number(s) associated with your 8x8 residential voice service and your 8x8 service will automatically be cancelled.

To cancel your 8x8 residential service prior to Sept 15, 2021, you may contact 8x8 support services at 1-877-470-1075.

**Alternative Services**

If you are using our residential service as a home office line, you may want to consider 8x8 Express.

If you want replacement residential service, on your behalf we contacted Vonage, a leading provider of residential Voice Over Internet Protocol (VoIP) service, to provide an alternative offering to replace your 8x8 residential voice service. Vonage is prepared to offer you an exclusive calling plan for \$9.99/mo (+ taxes and fees) that includes Unlimited<sup>1</sup> calling to the U.S., Canada, and Puerto Rico, with no contract required, access to 20+ features, low international calling rates and more. **To take advantage of this exclusive offer from Vonage you must call 1-844-511-5690.** Vonage isn't extending this offer to everyone, and you won't find it on their website so call today!

### **Refund Policy**

Monthly Fees: If you are on a plan where you pay monthly in advance for service, when you port your telephone number to a new residential voice provider, we will refund fees for any unused portion of the monthly fee.

Annual Fees: If you are on a plan where you prepaid for annual service, when you port your telephone number to a new residential voice provider, we will refund fees for any unused portion of the annual fee.

### **Information Related to the Federal Communications Commission (FCC) Discontinuance Process**

As part of discontinuing our residential services, 8x8 will be filing an application at the FCC to discontinue these services. The following information is provided per the FCC rules on service discontinuance.

(1) Name and address of carrier:

8x8, Inc. 675 Creekside Way, Campbell, CA 95008

(2) Date of planned service discontinuance:

September 15, 2021

(3) Points of geographic areas of service affected:

National

(4) Brief description of type of service affected:

All 8x8 residential voice services including all Freedom plans and associated services like residential virtual and toll free numbers.

The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the §63.71 Application of 8x8, Inc. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.

Thank you for your patronage,

The 8x8 Team

<sup>1</sup> Unlimited Calling is based on normal residential, non-commercial use. A combination of factors is used to determine abnormal use, including but not limited to: the number of unique numbers called, calls forwarded, minutes used and other factors.

Subject to Vonage's  
Reasonable Use Policy and Terms of Service.  
Regular Vonage terms and policies will apply.



675 Creekside Way  
Campbell, CA 95008

6/17/2021

8x8 Mail - [Important Notice] 8x8 Service Discontinuance

Please do not respond to this email as this is not a monitored email address.  
For any inquiries, contact 8x8 Support at 8x8 Support.

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ACCEPTED FOR PROCESSING - 2021 July 19 1:21 PM - SCPSC - ND-2021-29-C - Page 14 of 14